



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*

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Secretary

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Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2016-51
September 30, 2016**

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Program and Policy Implementation
Paul Sutliff, Assistant Commissioner for Field Operations

Re: New Telephone Interpreter Services Vendor

Overview

Effective September 1, 2016, DTA contracted with a new vendor, Telelanguage, Inc., to provide telephone interpreter services.

The telephone number for Telelanguage, Inc. is 1-855-966-9007. All Access Codes and Unit IDs remain the same. The procedures for accessing a telephone interpreter also remain the same.

The Using Interpreter Services page in the Online Guide has been updated.

**Updated
Job Aid**

The “Getting a Telephone Interpreter” job aid has been updated to include the new vendor.

**Updated
Online Guide
Page**

Topic: Business Process
Book: Procedures
Chapter: Phone Procedures
Page: Using Interpreter Services

Questions

If you have any questions, please email the DTA Mailbox.
Systems questions should be directed to the Systems Support Help Desk.
